

Policy Register

Community Engagement Policy 2014

Abstract:

The purpose of this policy is to outline Uralla Council's approach to engaging with our community.

The Community Engagement Policy, alongside the Community Engagement Strategy and Community Engagement Guide will provide the framework to enable the Uralla Shire Community to be actively involved in Council strategy, decision making and activities and to provide a consistent and transparent approach to consultation.

Document version	V2.0
Adoption Date	22 September 2014
Endorsed By	General Manager
Approved By	Corporate & Governance Committee; Council
Minute Number	301/14
Consultation Period	23 September – 7 October 2014
Review Due Date	Sept 2016
Policy Custodian	Director of Administration
Superseded Documents	Community Understanding & Engagement Policy V1.1
Related Documents	Community Engagement Strategy (under review) Community Engagement Operational Guide (in development)
Delegations of Authority	

Community Understanding and Engagement Policy

- Subject :** Community Understanding and Engagement
- Description:** This policy ensures that the Uralla Shire Council engages with its community to understand its care and support needs, and that this is reflected in service planning and development.
- Applies to:** All Council services.
- Objectives:**
- To gather information and data on service needs.
 - To review and plan services based on community needs and with the input of consumers, staff and other providers.
 - To collaborate with other providers to meet the needs of the community.
 - To meet the requirements of special needs consumers and those most in need.
 - To implement changes to services which meet community needs and program and funding guidelines.

Policy:

Overview:

The Uralla Shire Council will engage with the community to understand its needs and use this information to plan and develop targeted services.

Policy Statement:

The Uralla Shire Council will consult with the community to ensure that the services it provides are targeted and well-planned for the service area in which it operates. The Council will ensure that procedures are followed which support community understanding and engagement.

Data collected from community engagement will be integrated into planning and continuous improvement.

The Council will have a particular focus on the needs of the disadvantaged, who have limited access to services due to cultural, linguistic or other barriers.

The Council will consult with other tiers of government, community organisations and other relevant stakeholders to ensure that gaps in service provision are identified and filled.

Staff will be encouraged to collect data and feedback on community needs, and report their findings to management and executive who will integrate the changes into the planning and development of services.

Any changes to community needs will be implemented in accordance with contractual arrangements and program funding guidelines, and in association with other service providers if appropriate. Any additional funding applications will be made if necessary.

Service users will be encouraged to provide feedback to the Uralla Shire Council regarding service provision.

Exemptions: Nil

Other Matters: Nil

Responsibility: **Councillors** are responsible for adopting the Policy and ensuring that appropriate resources are allocated to manage services.

Directors and Managers are responsible for supervising staff and ensuring that information gathered from community engagement is integrated into planning.

Employees are responsible for collecting community data and following community engagement procedures.

Related Documents:

- Community Strategic Plan
- Community Engagement Strategy

Review:

This Policy will be reviewed every four years from date of adoption, or as necessary.

Date created: August 2013

Last review:

Reviewer:

Resolution #

301/14: 22 September 2014